

SATERN FREQUENTLY ASKED QUESTIONS

SATERN LOGIN

➤ How do I login to SATERN?

If you are a former SOLAR user (civil servant or contract employee), you will use your SOLAR username to login to SATERN. HOWEVER, Contract employees will need to prefix their username with a "C- ." (ex. C-jrsmith)

➤ Will help desk support be available?

Yes. For assistance, contact the SATERN Help Desk at 1-866-419-6297 or [NASA-saturn.support@nasa.gov](mailto:nasa-saturn.support@nasa.gov).

➤ What if I don't have a SOLAR username?

New Civil Servants should call the SATERN Help Desk at 1-866-419-6297 or send an email to nasa-saturn.support@nasa.gov for login information. Contract employees can register for an account from the SATERN login page: <https://saturn.nasa.gov>.

➤ What password do I use to login to SATERN?

Former SOLAR users (Civil Servant or Contract Employee) will need to receive an initial password via email. Go to <https://saturn.nasa.gov> to request a new password. New NASA employees will receive a password with their new user account information.

➤ What if I forgot my password?

Go to <https://saturn.nasa.gov> to have your password emailed to you. You will need your username and access to your email account to retrieve your password.

➤ Will SATERN lock me out if I enter my User Name and Password wrong?

After 3 failed attempts, SATERN will lock your account. Contact the SATERN Help Desk at 1-866-419-6297 to unlock your account and to receive a new Password.

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SATERN SYSTEM (ONLINE & ONSITE)

➤ Will Contract Employees be able to use SATERN?

Contract employees will be able to self-register for onsite courses and launch online courses through SATERN. Note: Contract employees are placed on a waitlist until SATERN clarifies space is available in the onsite courses. As usual, learners will not be registered in a class until they receive an official registration notice from the Center Training Office (CTO).

➤ How do I take online courses once offered on SOLAR?

Employees will now launch these online courses from SATERN.

➤ Are the SkillSoft e-learning courses accessible from SATERN as well?

Contact the Self-Study Learning Center for details of how SATERN will affect access to the SkillSoft courseware & Books 24x7.

➤ Does SATERN alert me when I have required training due?

Yes. Note: Required training can be added to your employee Learning Plan by: yourself, your supervisor, and SATERN Administrators.

➤ Does SATERN notify me of my course registration status, even if I am waitlisted?

Employees are immediately notified of their registration status. Reminder emails are sent 1-week and 3-days prior to the class start date. For employees who are enrolled in a class, the email will contain an attachment that allows them to add the class dates to their Outlook calendar.

➤ Can I request a class to be scheduled if one is not currently scheduled on the SATERN calendar?

You have the option to "Request Schedule" for any Item (course) listed in the catalog. A SATERN administrator is notified when enough employees have requested a class to be scheduled.

➤ Will my supervisor be able to see required training that I have not completed?

Yes. So learners will want to be sure they have completed all required training! ☺

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SATERN SYSTEM (EXTERNAL TRAINING)

➤ If there is no cost to attend a conference or external training course, do I still need to complete a NF-1735 request in SATERN?

Yes. You must have the approval of MSFC's Center Training Office (CTO), HS40/Training & Incentives Office, to attend a conference or external training course for the following reasons:

- (1) The CTO holds the authority of approving a conference or external training course request, so that a learner is not required to use personal leave.
- (2) With approval from the CTO the learner is approved for official government business in the event they are involved in an accident.
- (3) The conference or external training course will be added to the learner's official training history.

➤ The vendor conducting the conference/course says I am not registered, can you please help me?

Call the NSSC Contact Center at 1-877-NSSC123 or email at nssc-contactcenter@nasa.gov. Have your NF-1735 printed out and on-hand. The customer service representative will need information from that form.

➤ The vendor conducting the conference/course says they have not received payment for the course I was registered for, can you help me please?

Call the NSSC Contact Center at 1-877-NSSC123 or email at nssc-contactcenter@nasa.gov. Have your NF-1735 printed out and on-hand. The customer service representative will need information from that form.

➤ How far in advance should a learner submit an external training request?

An external training request should be received by the CTO no less than 7 business days prior to the external registration deadline (2 days for the Center Training Office to approve, and 5 days for the NSSC to process and register learners.) Ensuring that all relevant and required information is complete before submitting a NF-1735 is important for the quick approval of learner's external training request.

➤ How will I know if my training request is approved in SATERN?

SATERN will send learners an email at each stage of the approval process. If it is discovered that a learner's external training request is missing required information, the learner's Organization Training Coordinator will work with the learner to complete the request. Reasons for denial should be listed in the 'Comments' section of NF-1735. Note: The Learner and the Supervisor are the only individuals that can view the NF-1735 during approval.

➤ **Where in the approval process is my NF-1735 in SATERN/who was the last person who approved my external training request?**

- 1) Log into SATERN at <https://satern.nasa.gov>
- 2) Select Learning
- 3) Select External Training Request
- 4) Select NF-1735 form which was submitted for this particular course
- 5) Look in section E
- 6) Look for the approval block which does not have a signature (name entered)
- 7) The block which is empty after the last name entered is where your NF-1735 is located within the approval process.

➤ **I submitted a request for an external training event through SATERN and just found out that my supervisor went on vacation and is not available to approve my training request. What can I do now?**

- 1) Log into SATERN at <https://satern.nasa.gov>
 - 2) Select Learning
 - 3) Select External Training Request
 - 4) Locate the submitted NF-1735 and withdraw your request
 - 5) After withdrawing your request, select the home link on your tool bar
 - 6) Select profile
 - 7) Within your profile, you may select a back up person to approve the next request you submit.
 - 8) Select the arrow next to the field which displays your current supervisor's name, and search for the person's name you will need to enter to approve your present request for training.
 - 9) Once you locate the person's name, select the radio button and then select the submit button.
 - 10) This will replace your current supervisor's name.
- Note: Be sure to select Apply Changes.

You will now return to the External Training Request screen and re-submit your external training request. Your re-submitted external training request will now be routed to the updated person who you have selected as your replacement for your current supervisor which is out of the office.

If you have other forms to submit before your current supervisor will return, you will want to keep your replacement. However, if you will not submit any more requests for training, you may choose to either reverse your change or let the Federal Personnel Payroll System (FPPS), automatically change it back for you.

If you need to speak to someone regarding your training request, call the NSSC Contact Center at 1-877-NSSC123 or email at nssc-contactcenter@nasa.gov.

➤ What is the approval process for MSFC in SATERN?

There is a 3-step approval process between a learner's submission of an external training request and its arrival at the NSSC. The 3 approvals required for external training requests are the learner's:

Supervisor > Organization's Training Coordinator > CTO > NSSC

The Training Coordinator is a learner's organization's knowledge expert. He/she will assist learners in verifying that all required information is included on the NF 1735 submission before it moves forward to the CTO. If your external training/conference requires funds, the Training Coordinator will contact your Organization's Allocation POC to ensure funds are available.

➤ Can the NF-1735 be viewed and modified by any approver at any stage of the process?

The NF-1735 can not be viewed or modified by the Organization Training Coordinator, the CTO, or NSSC once that approver has approved the NF-1735. The Learner and the Supervisor are the only individuals that can view the NF-1735 during the approval process.

➤ Can the NSSC process requests if submitted less than 5 days from the course start date?

The 5 day lead time is a NSSC preference. Obviously, the NSSC would like a reasonable buffer between when the course is requested and when it is scheduled to begin. The NSSC does have an expedited process established, whereby the CTO will call the NSSC to notify them of the incoming request. The NSSC will simply reprioritize their work and put the expedited requests on the "top of the pile".

However, the NSSC wants to encourage all CTO's to get their learners used to submitting requests in a timely manner and not rely completely on the NSSC's expedite process. In servicing all the NASA Centers, the NSSC can only handle a limited number of expedited requests at the same time.

➤ Is the NF-1735 tracking number going to be used to match up background documentation to the same request?

Yes, the tracking number will be used to match up background documentation to the same request. When supporting documentation is sent hardcopy to the CTO, the learner will need to print out their NF-1735 and the completed NSSC Form-27 and use that as a coversheet to their supporting documentation. In doing this, the NSSC assures that supporting documents can be matched to training requests residing in SATERN in an expedient manner.

➤ Where will documentation be retained?

Any documentation, including any hardcopies of the NF-1735, used by the CTO to approve the learner for the requested training, will be retained by the learner.

➤ How will the NSSC handle NF-1735 external training modifications?

Learners or supervisors will submit modification requests to their CTO (via NSSC Form 27 (Fax Cover Sheet)). NSSC HR will process approved modifications received from the CTO based upon the timing and type of modification, NSSC HR will route the modification to the appropriate NSSC offices to update procurement and SATERN records as well as updating the individual training request file in TechDoc. Note: A modification to a learner's NF-1735 refers to a date change or a location change, as long as there is no change to the external training cost. Also, a learner may submit a cancellation for their external training request.

➤ What content is covered in a modification on NSSC Form 27?

The learner will include:

1. SATERN generated NF-1735 tracking number modification is being request of.
2. Learner's center acronym. (MSFC)
3. Full name and phone number of learner on the NF-1735.
4. Course Title (exactly how it appears on the approved NF-1735).
5. Course Dates (exactly how it appears on the approved NF-1735).
6. Vendor name (block 7).
7. Vendor phone and fax numbers.
8. Wording of what is being modified.
9. Name of person approving the modification and their phone number.

The learner will provide this information to the CTO on the NSSC pre-designed fax cover sheet (NSSC Form 27). This form will be accessible from the NSSC and OHC Web sites.

➤ At what approval step can a NF-1735 be withdrawn?

A learner has the option of withdrawing his/her request, up to the NSSC HR 1 approval step. Once NSSC HR 1 approves the request, it must be withdrawn through the modification process.

➤ How do I cancel my external training?

If the learner would like to cancel their external training request, they must notify NSSC Human Resources (HR) via NSSC Form-27 external training modification sent to the CTO.

If it is an academic course, the learner must cancel with the university or college. If learner does not notify NSSC and NASA incurs costs, the learner may be liable.

➤ **How will CTO know if a learner cancels out of an external training?**

NSSC HR will notify the CTO of the cancellation and cost penalty, and the CTO will make the determination as to the appropriate action.

➤ **How do I substitute for another learner?**

A substitute may be identified to take a class when a registered learner has cancelled. Substitutes must complete a new NF-1735, and must document in the comment block of the NF-1735 that this learner is a substitute for the previously registered learner. NSSC HR must verify that there are no cost penalties due to late registration, and adjust the cost in SATERN if a change occurs due to the substitution. The NSSC HR will then notify the vendor of the substitute and register the substitute into the conference/course offering in SATERN.

➤ **How do I expedite my NF-1735?**

On the NF-1735 in the comment block, a learner will type EXPEDITE. If supporting documents can be provided via a URL, that URL must be included in the Comments section of the NF-1735 instead of being faxed. A learner may then contact their CTO who will place a call to NSSC to coordinate the NF-1735 special expedite request. A learner will need to make sure to have the NSSC Form 27 (Fax cover sheet) and supporting documents to their CTO by 2:30 pm CST, to be faxed to the NSSC prior to 3:00 p.m. CST. Support documents submitted after 3:00 p.m. CST may not be processed until the next business day. This could be a problem if the day you are submitting is on a Friday and the class starts on a Monday, so be timely in following through your processes. In the event there is not enough time for the NSSC to process the request prior to training, the learner will be instructed by their CTO as to the next steps that may be taken.

➤ **How do I submit supporting documentation to the NSSC?**

If supporting documents can be provided via a URL, that URL should be included in the Comments section of the NF-1735 instead of being faxed. The NSSC would like to reduce the number of hard copy documents being faxed to the Contact Center. When hard copies are necessary, the learner will submit supporting documentation and a completed NSSC Form-27 (Request, Authorization Agreement and Certification of Training Transmittal Sheet) to their CTO via hardcopy. The CTO will review the documents and upon approval fax all supporting documents and the NSSC Form-27 to the NSSC.

➤ **I think I deleted the confirmation email sent to me by SATERN, informing me that my external training request form (NF-1735) was approved. I need to see if it was approved by NSSC personnel, can you help me?**

- 1) Log into SATERN at <https://satern.nasa.gov>
- 2) Select Learning
- 3) Select External Training Request
- 4) Select NF-1735 form which was submitted for this particular course
- 5) Look in section E, if all blocks have been approved (name entered), your training form has been through the complete approval process and may be printed for your use.

If you need to speak to someone regarding your registration, call the NSSC Contact Center at 1-877-NSSC123 or email at nssc-contactcenter@nasa.gov.

➤ **Currently an unofficial transcript is acceptable as proof of a learner's grade; will the NSSC require an official transcript to be forwarded?**

If it is an academic course, NSSC HR contacts the learner to request a transcript and grade. There is no requirement at this time regarding whether the transcript needs to be an official or unofficial transcript; however a policy is currently being worked between Office of Human Capital Management (OHCM) and NSSC to address this issue.

If the learner did not receive a passing grade, NSSC will provide the grade(s) to the CTO for action. NSSC updates SATERN as needed with cost changes, course completion, learner information and grades.

➤ **How will the NSSC verify grades for academic courses?**

Currently, the Office of Human Capital Management (OHCM) is working on a policy to address how grades will be verified through the NSSC (i.e. determining if official transcripts will be required). A final policy will be issued in the near future. CTO will be notified of any dropped or failed training events by the NSSC.

➤ **What happens if the SATERN system goes down? Will the NSSC still process training requests?**

Though the NSSC is confident that SATERN will be fully functional by July, a paper-based process (by which NF-1735s are faxed to the NSSC) is being developed as a back-up to allow the NSSC to perform the functions as required.

➤ **How will evaluations be handled by the NSSC?**

Training evaluations are part of the SATERN System and will be attached to each training event. Learners are automatically notified by SATERN after projected course completion dates to complete their evaluation.

Once completed, NSSC HR will update the training event to reflect course completion which adds the training information to the employee's training record. In the event that an evaluation is not completed after 5 business days, NSSC HR will contact the learner and request completion. If after an additional 5 business days the evaluation is still not completed, NSSC will include that information in its monthly incomplete training status report to the Center Training Offices (email). The CTO may then determine whether NSSC HR should record a training completion in SATERN.

➤ **How do I print out my NF-1735 form from SATERN?**

- 1) Log into <https://satern.nasa.gov>
- 2) Select Learning within the tool bar
- 3) Select External Training Requests
- 4) Select the NF 1735 form which you would like to print
- 5) On the top left hand side of the form, you will see a link which you may select to print the NF 1735 form.

PROCUREMENT PROCESSES

➤ **Who will contact the vendor to complete the registration?**

The NSSC Human Resources (HR) office will contact the vendor and complete all registration activities once appropriate purchasing documents/information has been prepared by the NSSC procurement office.

➤ **Do I have to pay for training up front?**

In most cases, the NSSC will not require learners to prepay for their external training request. Only CTO approved requests that do not allow the NSSC sufficient time to complete the transaction are required to be prepaid by the learner. Learners will then need to seek reimbursement by processing a SF-1164, through the Center Training Office (CTO). The CTO will then fax the SF-1164, NF-1735, and appropriate receipts-to the NSSC from where payments to the learner will be processed.

➤ **What documentation is required by the NSSC if the cost exceeds \$2,500?**

In addition to a completed NF-1735, a NSSC Form-28, Integrated Procurement Document for Training Purchases, will be required for sole source purchases exceeding \$2,500; except for training obtained from another Government Agency, i.e. Office of Personnel Management (OPM), Federal Executive Institute (FEI). The learner will electronically complete sections A & B of the NSSC Form-28, the learner will then print out the completed NSSC Form-28 and submit it to the CTO. In the comments section of the learner's NF-1735 the learner will need to insert the comment "NSSC Form-28 submitted to CTO."

➤ **Can I use project/program funds to make a training purchase?**

The NSSC will only be purchasing external training that is paid for with the center G&A dollars. Project/program funds to purchase external training can not be transferred to the CTO; nor can the CTO authorize the purchase of an external training with the use of project/program funds.

➤ **Can the NF-1735 form be used as a purchase order?**

Yes, an approved NF-1735 can be used just like the Standard Form-132 and will be used by the learner to register for academic training. Simply give it to your university once the NSSC procurement office has approved it and completed the billing information. In some cases, schools may require a signature instead of electronic authorization. NSSC will provide a signed NF-1735 via fax in those cases.

➤ **What type of contracted instruments will the NSSC use to procure these training requirements?**

In order of preference, the NSSC will use:

- 1) Credit Card
- 2) Convenience Checks
- 3) Purchase Orders

➤ **Why are convenience checks being used rather than purchase orders considering the checks incur a service charge?**

The service charge on the convenience checks is significantly less than the overhead cost that is incurred when using a purchase order.

➤ **What documentation will the NSSC require to pay for external training?**

The contracting officer is taking the training officers approval as validation that the funding for training purchases less than \$2,500 are warranted and will also compare the costs to see if appropriate for the type of training requested. Training requests over \$2,500 will require an additional justification NSSC Form-28 Integrated Procurement Documentation for Training Purchases. The NSSC Procurement Office will retain the following backup documentation at the NSSC:

- a. Center approved NF-1735 and any accompanying supporting documentation such as registration forms, course descriptions, brochures, etc.
- b. NSSC Form-28, (if required) executed by the NSSC Contracting Officer
- c. Determination of price reasonableness form (section C of RDSS) executed by the NSSC Contracting Officer
- d. Any receipts, invoices, or vouchers received from the vendor
- e. Record of transaction reconciliation and approval in p-card

Any documentation, in addition to the NF-1735, used by the Center to approve the learner for the requested training, will be retained by the learner. The NSSC will consider receipt of the NF-1735 as acknowledgment that all internal Center approval processes have been followed and completed.

➤ **How will the NSSC handle ratifications?**

The NSSC is currently researching the ratification process and will be generating a process for ratifications in the near future.

➤ **Will the NSSC be making onsite training purchases in July 2006?**

No, the NSSC will only be procuring external training beginning in July of 2006. The procurement of onsite training will not transition to the NSSC until July 2007.

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FINANCE PROCESS

➤ **Will the Centers retain their training budgets?**

Center funds will be forward funded to NSSC on a quarterly basis in order to cover the costs of training purchases being processed by NSSC.

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GENERAL QUESTIONS

➤ **Why do I need to attend training to learn how to complete the NASA Form 1735?**

When NASA's new Learning Management System rolls out to MSFC on or around July 5, the NF-1735 will be in electronic format within SATERN. Paper copies will not be used. As you become responsible for submitting your own training requests, you need to be familiar with all the requirements of that particular NASA Form to ensure your request completes the MSFC and the NASA Shared Services Center (NSSC) process in time to register you for your desired training/conference.

➤ **How is SATERN related to the NASA Shared Services Center (NSSC)?**

The NSSC will be responsible for the purchase and registration of employees pursuing external training (including conferences, academic studies, etc.). MSFC must approve an employee request internally before it is forwarded through SATERN to the NSSC for final purchase and employee registration. With the additional purchase/registration process, it is very important that you ensure all relevant and/or required information is accurately stated on your NF 1735 request before submitting it in SATERN.

➤ **What charge code is used while in training?**

A learner assigned to training during normal duties is considered on duty for the period of the training, and no charge is made to that learner's leave if the training is authorized by the Center Training Office (CTO).

➤ **Can we train contract employees?**

NASA Policy Directive (NPD) 3410.2E, Policy - section H.

Permits NASA contractor personnel to attend authorized and scheduled NASA training, provided that space is available and such attendance does not deny Government trainees the training. The training must be necessary for Government purposes. The authority for training of contractors is not in training law; it is in the authority to administer contracts. Contractors may only be trained in skills that they are not required to bring to the job. It may be permissible for NASA contractor employees to attend sessions under these guidelines without directly reimbursing the Agency if there is a benefit to the Agency or a governmental interest for such attendance.

➤ **How do I review my previous training history prior to SATERN's implementation?**

A learner's training history prior to SATERN (replaced AdminSTAR, NORS, and SOLAR) is now available in SATERN.

- 1) Log into SATERN at <https://satern.nasa.gov>
 - 2) Select Reports
 - 3) Select Learning History Combined
 - 4) Select your search criteria
 - 5) Select Run Report
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